False billing of Credit Card holders in Karnataka

2262. SHRI K.B. KRISHNA MURTHY: Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that there have been a large number of complaints by the Credit Card holders of Karnataka regarding excess of false billing etc.; and

(b) whether there is any proposal to entrust Banking Ombudsman to address such complaints?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM): (a) Reserve Bank of India (RBI) have reported that they have been receiving complaints regarding the credit card operations of banks even from Karnataka. On receipt of the same, these are taken up with respective banks for prompt redressal.

(b) It has been decided to include credit card complaints under the purview of Banking Ombudsman.

Cases pending with DRT

2263. SHRI NANDI YELLAIAH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that there were 33,622 cases pending with DRT involving Rs. 1,05,517 crores as on 31st December, 2002, due to some loop-holes in DRT Act and in the functioning of DRT;

(b) If not, the actual number of cases with DRT and the total amount involved in all those cases and the reasons for accumulation of arrears without being recovered;

(c) the measures and action taken by Government to plug loop-holes in the DRT Act and to Improve functioning of DRT; and

(d) the details of arrears of debts as on 31st December, 2002 recovered through DRT till date?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM): (a) and (b) Yes, Sir. As on 31st December, 2002, 33,622 cases involving Rs. 1,05,517 crores were pending in the Debts Recovery Tribunals (DRTs). Litigation challenging